Solicitation Information
9 Sept 03

RFP # B02894

TITLE: Automatic Collection System Project

Submission Deadline: 9 Oct 03 @ 1:40 PM

PRE-BID/ PROPOSAL CONFERENCE: Yes Date: 24 Sept Time: 2:45 PM (Eastern Time)
Mandatory: No
Location: Department of Administration / Division of Purchases (2nd floor, Bid Room), One Capitol Hill, Providence, RI

Questions concerning this solicitation may also be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than **24 Sept 03 at 12:00 Noon (Eastern Time)**. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be discussed at the pre-bid conference and included in the meeting summary which will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at www.purchasing.state.ri.us.

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

SECTION 1 - INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Division of Taxation (the “Taxation”), is soliciting proposals from a qualified firm (s) to develop for Taxation an Automated Collection System Project (the “Project”) for the multiple tax types owed to the division, and in accordance with the terms of this Request and the State’s General Conditions of Purchase, which is available at www.purchasing.state.ri.us.

This is a Request for Proposals, not an invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to the price. There will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those offerors submitting proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

- Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.

- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.

- Proposals are considered irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

- Vendors should define the hardware architecture for the project (i.e., servers and network requirements at workstations) and any additional software licensing required for the proper functioning of the system.

- The vendor should also state what it requires from the Division of Taxation to complete this project in the scheduled time frame.

- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

- Proposals misdirected to other State locations or which are otherwise not present in the Office of Purchases at the time of opening for any cause will be determined to be late and will not be considered. The “Official” time clock for this solicitation is in the reception area of the Division of Purchases.

- It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontracor(s) proposed to be used are identified in the proposal.

- All proposals should include the offeror's FEIN or Social Security Number, as evidence by the completion of a W-9, downloadable from the Division of Purchases web site www.purchasing.state.ri.us

- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation , a corporation without a Rhode Island business address, shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401 222-3040). *This is a requirement only of the selected vendor (s).*

- The purchase of services under an award made pursuant to this Request will be contingent on the availability of funds.

SECTION 2 – BACKGROUND AND PURPOSE

The Compliance and Collection Section (CCS) of the Division is charged with the responsibility for the compliance, collection and, if necessary, enforcement action to collect all overdue taxes administered by the Rhode Island Tax Division. The Division of Taxation currently has approximately 30,000 delinquent taxpayer accounts.

The Rhode Island Tax Division's authority is granted under Rhode Island General Laws and the General Powers of the Tax Administrator, Title 44, and Chapter 1, R. I. General Laws.

GENERAL PURPOSE:

The intent of this request is to solicit proposals from offerors or organizations to contract with the Rhode Island Division of Taxation to license and implement an Automated Collection System to increase the effectiveness of Collection Procedures. *The State may cancel the award, at any time, with thirty days advanced written notice*.

SECTION 3 – SCOPE OF WORK

GENERAL PURPOSE:

Taxation plans to enhance its collection practices by centralizing all work from multiple billing systems into one integrated collection system. The Project Taxation intends to implement will lead to the consolidation of its collection efforts, and will be similar to collection systems used by most private sector collection agencies.

Taxation is interested in a commercial off-the –shelf (COTS) system that can be merged with existing infrastructure to enhance receivable management and reportability, and that can better position the department for future trends. The software program should also manage work flow, correspondence, tracking of accounts and payments, and eliminate the need for manual updates of interest and penalty calculations.

It is expected that the collection system be provided in a timely and cost effective manner.

This request for proposal does not obligate the state to complete the proposed project, and the state reserves the right to cancel this solicitation if it is considered to be in its best interest.

REQUIREMENTS:

All proposals should consider the following elements.

Current System Architecture

Through its Collection Section, Taxation currently uses AS/400, IBM mainframe, IBM compatible PCS, and Novell Network servers in the site. The client computers are all at least 333mhz processors with 128 ram and Microsoft Windows XP. The Collection Section utilizes Ethernet network devices using TCP/IP under a WAN environment. Unique ID and password security is assigned by the system administrator.

Responders must identify how the above current Taxation system architecture fits into their operating system requirements. Also, include a list of any additional hardware or software that would be required. Vendors may offer alternative platforms, but must identify complete system hardware and software requirements, including costs in the separate pricing proposal.

System and Functional Requirements and Preferences

The following subsections contain system and functional requirements and preferences Taxation has identified for the Project.

System Operation and Security

The system must be able to:

A) Provide multiple level security that is easily understood and administered. Address, at a minimum, view-only, collector operations, supervisory, administrator, and training levels of authority and security.
B) Have auditing capabilities (e.g. track user ID number throughout transactions).
C) Include backup and recovery procedures.

Permanence

Taxation desires a proven and stable systems language and operating environment for longevity. The Project must also allow Taxation to add tax types and data elements when necessary.

User Operation

The system must be able to:

A) Provide ease in management's ability to monitor and direct the collection work load at a program and individual collector level.
B) Provide user friendly look up capabilities on client records and by various identifiers (e.g. name, alias, SS number, etc).
C) Offer GUI interface for easy user operation.

Reporting Capabilities

The system must:

A) Have flexibility in reporting capabilities and ability to produce ad hoc reports. Include samples of standard reports and describe the flexibility of ad hoc reporting capabilities.
B) Track collections information by program and/or collector identifier.
C) Must have the ability to generate forms with fonts that can be read by OCR machines currently used by Taxation.

File Management

Account monitoring and receivable tracking are a crucial part of the collection systems. The collection system must:

A) Build a queue of accounts to be reviewed for work each day by each collector.
B) Have cases appear at specific times of the day for collector follow-up.
C) Offer a permanent text field for all cases. Text must be a permanent record that cannot be modified by the staff or management once entered. Text is to be dated and user stamped when entries are made.
D) Track payments. Accounts with missed, as well as made payments should appear automatically at the beginning of the day for immediate follow-up.
E) Automatically check for multiple cases for the same client and merge them so that they can be worked from one header screen. The collectors should also be able to manually merge cases.
F) Display debtor summary information, along with the latest note text, on one screen. The intent is to allow ease of operation for staff by viewing a debtor's summary at a glance on one screen, particularly while handling telephone calls. Detail and additional information may reside on subsequent screens.
G) Offer a multiple collection letters. These letters must have fields that are available for modification by a collector for situations, such as a payment agreements. Taxation expects the new collection system to generate collection letters on demand and at automated pre-set schedules.
H) Allow collectors to make changes to a client's information, such as address changes and post those changes to the Legacy systems.
I) Retain history of changes to client data, such as addresses and telephone numbers.
J) Post payments and updates (such as address changes) from the mainframe system to update the collection system on a schedule to be determined via a mainframe export.
K) Have the ability to bill multiple parties for the same debt.

Operating Diversity

The system must be able to operate with multiple tax types. It must have the ability to run inquires, generate reports, print collection letters, and do on-line edits from a central location.

Sales & Use	Income	Return Checks
Withholding	Corporate	Healthcare
Etc.		

Posting Detail

The system must have the ability to identify transaction posted to mainframe at the detailed line-item level. All transactions of this nature need to be reflected within the Project based on a schedule that will be determined at a later date.

Flexibility

The system must be flexible to meet current and emerging requirements for Taxation collections, future interfaces, and must be able to accommodate differences for each program that is collected.

Software Source Code

Contractor shall provide a copy of the software source code to the Division for the purpose of insurance to the Division, should the contractor cease business operations. In the alternative, contractor shall place source code in escrow with a licensed escrow agent at its own expense.

System Demonstration

Selected vendors would be required to provide a detailed demonstration of the proposed software system for evaluation.

Project Management

Responders must describe their project management methodology in response to the following items:

A) It is required that the successful responding vendor act as a prime contractor to deliver all the project deliverables required under this RFP. Taxation will provide staff to coordinate with the vendor. The vendor must identify a core team to work with Taxation during the Project. The vendor must develop a detailed plan for each phase of the project clearly.

B) Describe the systems implementation plan with estimated time frame and associated costs. Describe the level of professional services, both ITS and professional support, that will be provided to accomplish tasks for the Project at all steps of planning, conversion, implementation, training, etc.

C) Describe the level of staff resources, both ITS and professional support, required by Taxation to accomplish tasks for the Project at all steps of planning, conversion, implementation, training, etc.

Training and Documentation

Training and documentation must be provided to a variety of staff and users. Taxation has classroom training capabilities.

A) Explain the training process and schedule, including the minimum and maximum number of hours required per module.

B) Identify the documentation available and that will be provided for the system. This is expected to include, at a minimum, the following types of documentation:

1) User Guides	4) Administration Documentation
2) Training Guides	5) Troubleshooting Documentation, and
3) System Documentation	6) Other.

Warranty

The system as delivered must conform to all published documentation and specifications developed for interfaces and modifications in all material aspects. Vendors must correct all defects for a period of 12 months after implementation at its own expense.

System Support and Monitoring

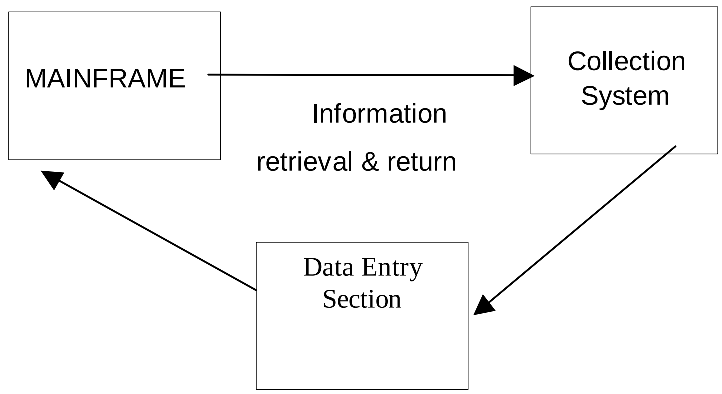
Responders must describe the type of system support they will provide Taxation after the system is implemented. This must include telephone support and on-site support for problem troubleshooting and resolution for a specified period of time. This support must also include at least a six (6) month monitoring period. During this monitoring period, a significant learning process will occur throughout the user community. During this learning process, system change requirements may be identified. The changes may include modifications in system functionality. The project management team should remain available to Taxation to facilitate both the technical as well as functional modifications. Also, describe the support that will be available for system enhancement development after the six month monitoring period.

Interface Development

An interface is required between the new Collection System and all affected Taxation systems. Most receivables will be established, billed, and receipted in the mainframe. All receipting for collection activities will also occur in the mainframe.

Future interfaces may be developed between the mainframe and the Automated Collection System, and between other internal Taxation billing systems.

The State's mainframe programs are written in COBOL and data resides in a VSAM file format.



1. Information the Collection System needs to access from the mainframe VSAM files include data for existing collection accounts and new accounts ready for collection:

   - cash receipt transactions
   - write-offs
   - customer demographic data
   - other modifications
   - adjustments
   - receivable transaction text data
   - new accounts ready for collection based upon aging or other criteria
   - other

It is expected that this retrieval portion will run at a schedule to be determined.

2. Information to be updated by the collection system includes:
   - open receivable option table items, such as items coded for payment schedules, disputes, referrals, and collection status.
   - collection agreement numbers
   - customer tables and addresses
   - other

It is expected that this information be provided on a daily basis.

A) Describe the technical approach to interface development.

B) Explain the resources and interface development expertise available to fulfill this integral part of the Project.

Testing

All components of the system must be thoroughly tested by the project management team before implementation and conversion. Testing must be completed using the exact configuration as the final Taxation production configuration, including the same network infrastructure, communication protocol, server and workstation size, network and workstation operating system programs and versions. If the exact configuration cannot be duplicated, testing must be completed on equipment installed at Taxation that will be used for the production. Describe the testing process and plan.

Taxation will expect the Contractor to meet Standard of Performance test measurements after successful completion of testing.

Initial Download

Since the Collection Section currently has no collection system, no conversion of accounts will occur. Taxation expects the successful vendor to assist in loading accounts from the mainframe into the new collection system:
Implementation Schedule

Taxation has a reasonable yet aggressive schedule for RFP selection, contracting, and implementation. The target for contract execution is the middle of October, 2003. The goal is to have the interface developed and tested, and collection software applications installed and running by the end of December, 2003. Training and the initial download of accounts would follow. Responders must explain their proposed implementation steps and schedule. Be sure to include expected Taxation staff resources, both ITS and professional support, required for each task involved.

Restriction Against Disclosure

The contractor agrees to keep information related to the identity of respondents confidential. Other than the reports submitted to the Division, the contractor agrees not to publish, reproduce, or otherwise divulge such information in whole or in part or in any form, or authorize or permit others to do so. The contractor agrees to immediately notify, in writing, the Division's authorized representative in the event there is reason to suspect a breach of this requirement.

SECTION 4 PROPOSAL QUESTIONS & SUBMISSION

PRE-BID/ PROPOSAL CONFERENCE: Yes Date: 24 Sept 03 Time: 2:45 PM (Eastern Time)
Mandatory: No
Location: Department of Administration / Division of Purchases (2nd floor, Bid Room), One Capitol Hill, Providence, RI

Questions concerning this solicitation may also be e-mailed to the Division of Purchases at questions@purchasing.state.ri.us no later than **24 Sept 03 at 12:00 Noon (EDT)** . Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be discussed at the pre-bid conference and included in the meeting summary which will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. For computer technical assistance, call the Help Desk at 401 222-2142, ext 134.

Offerors are encouraged to submit written questions to the Office of Purchases in advance of the pre-proposal Conference. No other contact with State parties will be permitted.

Interested offerors may submit proposals to provide the services covered by this Request on or before **9 Oct 03 @ 1:40 PM**. Proposals received after this time and date will not be considered.

To be considered qualified, offerors must demonstrate:

- Previous experience in preparing complex comprehensive planning documents;

- Availability of the resources necessary for preparation of the plan, including a demonstrated experience in the preparation Collection Software programs.

Proposals must include the following:

1. A signed and completed RIVIP Bidder Certification Cover Form (all three pages) A letter of transmittal signed by an owner, officer, or authorized agent of the firm of organization, acknowledging and accepting the terms and conditions of this Request, and tendering an offer to the Department. The signature of the official with legal authority to bind the organization into a contractual agreement should also be included. This form is downloadable from the Division of Purchases web site.

2. A signed, sealed, and ***separate,*** Cost Proposal for performance of the consulting services, including ***separate itemized budgets for cost categories.*** The proposal will present the salary or wage rate and level of effort for each position or position category included in the staffing plan presented in the Technical Proposal, associated fringe benefit costs and the basis for calculation, direct costs for operating expenses such as materials, supplies, and purchased services, and indirect costs and the basis for calculation. The cost proposal should include a completed Cost Proposal Summary form (Appendix 1) a budget justification linking each item to the Technical Proposal workplan.

3. A separate Technical Proposal describing the qualifications of the applicant and experience with similar programs, as well as the workplan proposed for this requirement.

The Technical Proposal must contain the following:

Executive Summary

The Executive Summary should highlight the contents of the Technical Proposal, and provide State evaluators with an overview of the offeror's technical approach and ability.

Offeror's Organization and Staffing

A description of staffing, including an organizational chart highlighting the persons or unit(s) responsible for the project.

This section shall include identification of all key staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort which apply to each, as well as resumes, curricula vitae, or statements, demonstrating prior relevant experience and qualifications. (For currently vacant positions, the minimally required levels of education and experience should be provided.)

One project team member shall be designated in the proposal as the project manager and primary contact person for the applicant organization during the period of performance of the project.

Include a proposal that addresses a credit for the turnover of the vendor's personnel during the project. This credit is to offset the lose of knowledge and the time it takes for the replacement to gain that knowledge.

Workplan/Approach Proposed

This section shall describe the offeror's understanding of Taxation's requirements, including the result(s) intended and desired, the approach and/or methodology to be employed, and a workplan for accomplishing the results proposed. The section shall include a discussion and justification of the methods proposed for each task identified in the Scope of Work (above), and the technical issues that will or may be confronted at each stage of the project. The workplan description shall include a detailed proposed project schedule by task, a list of tasks, activities, and/or milestones that will be employed to administer the project, and the task assignments of staff members and level of effort for each, linked to the Cost Proposal.

Previous Experience and Background

This section shall include the following information:

- A detailed history of prior experience, specifying experience with strategic planning documents.

- List of current or past clients references where your firm had performed similar work.

- A description of the business background of the offeror (and all subcontractors proposed), including a description of their financial position, and the offeror's status as a Minority Business Enterprise (MBE), certified by the Rhode Island Department of Economic Development, and/or a subcontracting plan that addresses the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Officer at 401 222-6253

Submission Deadline: 9 Oct 03 @ 1:40 PM
Proposals (an original plus four copies of the technical Proposal and an original plus 2 copies of the cost proposal) should be mailed or hand-delivered in a sealed envelope marked "RFP #B02894: Automatic Collection System Project" to:

By Courier:	**By Mail:**
RI Dept. of Administration	**R.I. Department of Administration**
Division of Purchases, 2nd floor	**Division of Purchases**
One Capitol Hill	**P.O. Box 6528**
Providence, RI 02908-5855	**Providence, RI 02940-6528**

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed to the Division of Purchases will not be considered.

SECTION 5 – EVALUATION AND SELECTION

The State will commission a Technical Review Committee, which will evaluate and score all proposals using the following criteria:

QUALIFICATIONS AND EXPERIENCE 30 points

- Understanding of the scope of the project
- Qualifications and capabilities to execute project including organizational capacity and staffing. The amount and relevance of the experience of the organization and the proposed key staff with the preparation of planning documents.
- Demonstration of past experience with similar planning process including specific performance measures from prior planning document preparation.

TECHNICAL APPROACH AND WORK PLAN 30 points

The overall technical approach to the performance of planning elements, including specifically the following aspects:

- The protocol for contacting, approaching and interviewing Taxation personnel to determine work flow and user requirements.
- The description of how your proposal will work with our existing network setup, including the mainframe and Novell network.
- Schedule for implementation of proposal.

COMPETIVENESS OF COST 40 points

Technical proposals must meet the minimum score of *40 out of 60 points to warrant further consideration*. Proposals not scoring a minimum of 40 points will not have the accompanyoing cost proposal opened or evaluated and will be dropped from further consideration.

Total cost for project, based on personnel cost, research, and production cost per month. Calculated as (lowest responsive cost proposal divided by this cost proposal) times 40 points.

Not withstanding the foregoing, the State reserves the right to award on the basis of cost alone, to award in whole or in part, to accept or reject any, or all, proposals, and to act in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The Division may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The Technical Review Committee will present written findings, including the results of all evaluations, to the State’s Architect/Engineer and Consultant Services Selection Committee, which will recommend up to three finalists to the Director of the Department of Administration, who will make the final selection for this requirement.

When a final decision has been reached, all vendors will be notified by mail.

APPENDIX I
COST PROPOSAL SUMMARY

Name of Offeror____

Total costs must be provided separately for each phase of the project. The cost proposal should be supported with itemized estimates as indicated below.

PERSONNEL

Position	Employee	Rate	Effort	Cost

Total Salaries and Wages $_____
Fringes (specify basis) $_____
Total Personnel $_____

OPERATING EXPENSES

Item Description	Cost

Total Operating Expenses $_____

SUBCONTRACTS

Description	Subcontractor	Cost

Total Subcontracts $_____

TOTAL DIRECT COSTS $_____
INDIRECT COSTS (specify basis) $_____

	Est. HRS.	Total Cost
Preparation of Research and Data	_______	_______
Submission of Draft Plan	_______	_______
Review & Revision	_______	_______
Preparation of Final Plan	_______	_______
Production & Printing of Final Plan	_______	_______

TOTAL COSTS $_____